

Among the trained personnel assigned to look after your home is one or more project officers employed by Community Guardian Company Limited. We hope that you will make an effort to become acquainted with them and their colleagues and to seek their assistance when you need help.

Approached by Ontario Housing Corporation to provide a professional form of protective service, Community Guardian Company Limited responded with an imaginative concept and recruited experienced staff who had a personal interest in community relations.

You will be able to identify Community Guardian officers by their green blazers and the Community Guardian crest on their breast pockets.

One of their first responsibilities will be the protection of you and your property. They will also be able to inform you about other matters related to the community in which you live.

In case of emergency, the project officer will be no further away than a telephone call to 924-7754, 924-7755 or 924-7756. Your message will be relayed to the project officer via radio or to a patrol car in the area.

A project officer will be on foot patrol mainly between the hours of 10 a.m. and 2 a.m., or between 6 p.m. and 2 a.m., depending upon the particular needs of your community. The service is on a 24-hour basis, however, with vehicular patrols in effect throughout the day and night.

In response to requests from tenants in a number of OHC developments for improved security service, the corporation engaged Community Guardian Company Limited to develop a security service that would emphasize community relations in addition to your protection.

In consultation with OHC, Central Mortgage and Housing Corporation and tenants, the company developed a program which is unique in the security field. The highly-qualified personnel who were selected as project officers attended courses at Seneca College and OHC prior to their field assignments. In addition, all officers are licensed under the appropriate Government of Ontario regulations.

In many instances the project officer will be among the first on the scene in the event of an incident and will be capable of rendering first aid or some other form of assistance. If an emergency requires the presence of the police, fire department or some other community organization, by all means call those services, but do not hesitate to also call for the assistance of the project officer in your community.

It is important to understand that the service provided by Community Guardian Company



Limited does not replace the protection and service provided by the Metropolitan Toronto Police Department. The presence of the project officer, however, may help to avert situations which possibly could become police matters. The overall plan combines the efforts of the project officers, community relations workers and OHC area supervisors, to work as an effective team in dealing with situations which arise from time to time. To this end, you are invited to co-operate for the betterment of all concerned.

Because this security service is a social experiment, it is under scrutiny at two official levels. A three-member internal review board, composed of senior management representatives from Community Guardian Company Limited and OHC, deals with inquiries from tenants regarding the service. If any questions



cannot be resolved satisfactorily by the review board, they are passed on, upon request, to an advisory committee for a decision.

The advisory committee has 10 members, six of whom are tenants elected by tenant organizations in the developments served by Community Guardian Company Limited. The other committee members include a member of OHC's board of directors and representatives of the community at large, CMHC and Metropolitan Toronto's social services and housing committee.

In addition to dealing with tenant queries forwarded by the review board, the advisory committee reviews Community Guardian's policies and procedures, discusses what changes should be made and helps to determine the service's future role.

The Community Guardian service was developed in response to tenant requests. It will succeed only if tenants co-operate with the project officers and involve themselves in what they are trying to accomplish.

Look for the persons in the green blazers. They want to help you.



## Phone

**924-7754**

**924-7755**

**934-7756**

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H0300  
-Z201

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## Ontario Housing Corporation

AN AGENCY OF THE MINISTRY OF HOUSING

101 Bloor Street West, Toronto M5S 1P8

Hon. Donald R. Irvine, Minister  
Emerson Clow, Chairman, Board of Directors

